

# Clark County Recorder's Office Technological Enhancements

for 2018-2019



**Recordation Module Upgrade**  
Projected Completion Date: Fall 2018

Since implementation, the recording and workflow management system will continue to carry the Clark County Recorder's Office into the 21st Century and effectively manage large volumes of documents. An update to the recordation system will allow the office to become more modernized while preserving the quality of service. This upgrade will enable the Recorder's Office to reduce internal paper flow, save time, and efficiently manage the workload.



**Recording Disaster Recovery Plan**  
Projected Completion Date: Winter 2019

The Recorder's Office will review and make modifications to the current disaster recovery plan and will adapt recommendations that specify business continuity in the event of any disaster. The disaster recovery plan will allow the Recorder's Office to recover lost files and be able to continue operations.



**Multipurpose Interactive Recording Kiosks**  
Projected Completion Date: Fall 2018

The Recording Kiosk allows customers to record documents while interacting with staff via an audio visual conferencing option. The Interactive Recording Kiosks will service remote locations in Clark County such as the Laughlin Town Manager's Office, and Mesquite.



**Q-Matic Queuing System Upgrade**  
Projected Completion Date: Winter 2018

Q-Matic is the queuing system used by the Recorder's Office to service customers in a timely manner. An upgrade to the current queuing system allows for the creation of virtual branches and will also make additional reporting features available.



**Large Scale Scanner Upgrade**  
Projected Completion Date: Fall 2018

This upgrade to the current scanning equipment will better enhance the recordation of bulk documents while improving the performance of equipment used to scan various large formats submitted for the recordation of map documents. The upgraded equipment will allow the Recorder's Office to reduce the time needed to process bulk and large format documents.



**Server Farm Upgrade**  
Projected Completion Date: Fall 2018

This enhancement will allow the Recorder's Office to improve processes that generally utilize vast amounts of computing resources. An upgrade to the current system will expand and provide more processing capabilities while reducing the footprint that the current setup encompasses.



**Electronic Newsletter**  
Projected Completion Date: Winter 2018

The electronic newsletter will provide constituents with up-to-date information and announcements within the Recorder's Office.

## CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Metro Chamber of Commerce Customer Service Excellence Program acknowledged over 30 employees from the Recorder's Office for providing excellent customer service. Our goal is to continue to provide this level of service to our customers and recognize employees for their professionalism.

## COMMUNITY OUTREACH

The Recorder's Office conducts fraud prevention workshops in collaboration with the State of Nevada Fight Fraud Task Force. These workshops provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them. The Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the hiring of (SBI) high school interns, the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office partners with MOSES and provides donations for the Food Bank which serves seniors, veterans as well as low-to-moderate income individuals.



**Desktop Computers Upgrade**  
Projected Completion Date: Fall 2018

This upgrade prepares desktop computers to operate the new recordation and workflow management system. The updated equipment will allow the office to be more effective in providing faster customer service and in addition, the upgrade will better enhance recording capabilities in order to process large quantities of documents and system requests.



## NACO AWARDS

- National Association of Counties Technological Award for **The Mobile Web Project**
- National Association of Counties Technological Award for **The Audit Queue Management System**

## 2016 CSC E-Recording All-Star Leader of the Pack Award

- National recognition for advancements in E-Recording and processing records electronically